



**Job Title:** Contracts Manager (Key Accounts)

**Reporting to:** Head of Customer Services

**Responsible for:** Team Senior and Client Logistics Coordinators

**Purpose of the Role:**

As the Contract Manager, you will be responsible for acting as the internal head for one of ILG's largest clients. You will lead and develop a team of Senior and Client Logistics Coordinators, providing direction, rhythm, and coordination and be accountable for ensuring that all day-to-day activity runs to plan across operations, client service, inventory, and all supporting functions.

While not running warehouse operations directly, you will influence operational leaders, drive proactive behaviours, and intervene early to prevent service risks. The Contract Manager is the go-to person for the client and internally, owning communication, driving actions, resolving escalations, and ensuring the entire organization is aligned and performing.

**Key Relationships:**

- Head of Customer Services
- Internal operational leaders and departments
- Strategic account management team
- Client stakeholders
- External teams (including Poland-based team members)

**Key Responsibilities:**

- Lead, manage, and develop a team of 10 Senior and Client Logistics Coordinators, 6 based in the UK and 4 in Poland, ensuring high performance, engagement, and professional growth
- Take ownership of the day-to-day customer service operations across the UK and Poland, ensuring teams are sufficiently resourced to deliver a consistently high-quality service
- Act as a senior point of escalation for complex client issues, ensuring timely and effective resolution
- Drive a culture of first-time resolution and proactive client service across the team

- Demonstrate confidence as the key point of contact and the driving force behind delivery, both internally and externally bringing the gravitas and influence needed to secure the right outcomes for the client and the business
- Identify, pre-empt, and manage risk early and coordinate both internal and external teams to respond and resolve
- Ensuring that the end-end daily activity runs smoothly (i.e. orders, receipt, inventory SLA's, dispatch) run smoothly and to SLA
- Collating and reporting internal reporting on own team performance (i.e. ticket volumes, response quality / timeliness, first time resolution etc.) as agreed internally to the Head of Department, Directors and C-Suite and externally to the client
- Building a solid, strong, and trustworthy relationship with the client acting as the primary internal representative
- Collaborate with all other internal departments, building cross functional relationships to ensure seamless service delivery and issue resolution
- Lead regular reviews with the client, presenting insights, performance data, and improvement initiatives where appropriate in collaboration with the strategic account management team. Documenting and following up on actions where necessary
- Oversee and lead with the onboarding of new services, initiatives and retailers/vendors for a smooth and profitable transition into operational service
- Work in partnership with the client to ensure accurate forecasting, foresight and insight to provide a foundation for success across all functions, possessing the necessary operational understanding to drive the right outcomes for success
- Being comfortable with challenging assumptions, data and forecasts both internally and externally
- Champion continuous improvement initiatives including process optimisation, automation, and client self-serve capabilities
- Lead root cause analysis to prevent recurrence across all departments as necessary
- Ensure compliance with internal policies, client requirements, and industry regulations

#### **Performance Standards:**

- High performance, engagement, and professional growth within the team
- Consistently high-quality customer service delivery across UK and Poland
- Timely and effective resolution of escalations
- Strong first-time resolution and proactive service culture
- Smooth end-to-end operational delivery in line with SLAs
- Accurate and timely internal and external reporting
- Strong client relationship and stakeholder alignment
- Successful delivery of continuous improvement and operational initiatives

#### **Skills & Experience Required:**

- Proven experience in logistics, supply chain, operations, fulfilment in a 3PL/outsourced environment or a vertical that ILG operates

- Experience of managing a key client in a similar or transferable role
- Demonstrate strong people management skills or the ability to do so
- Excellent communication, negotiation, and relationship-building abilities
- Strategic thinker, comfortable in making decisions but not afraid to take a hands-on approach to problem-solving
- Proficient in using bespoke systems (eg, WMS, TMS, OMS), CRM and ticketing systems
- Strong analytical skills with the ability to interpret data and drive decisions
- Demonstrated success in process improvement and change management and process optimisation
- Ability to manage competing priorities in a fast-paced, dynamic environment
- Proven ability to work with minimal supervision, demonstrate being highly dependable, acting on own initiative to serve the best interests of the client and continuously improve

**Personal Characteristics:**

- Confident and influential, with the gravitas to act as the key point of contact
- Proactive and solutions-focused, with the ability to identify and manage risk early
- Highly dependable and self-motivated, able to act on own initiative
- Comfortable challenging assumptions, data, and forecasts both internally and externally